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ABSTRACT

This document consists of a compilation of 12 issues of a newsletter for special education students enrolled in work experience programs in Fresno, California. The newsletter is intended to help them develop appropriate work attitudes and behaviors and master job-seeking and job-holding skills. The following are among the topics covered in individual issues of the newsletter: how to act in a job interview, negative interviewing factors, telephone techniques, cover letters, self-evaluation, well-paying jobs that do not require a college degree, fast-food jobs, jobs in national parks, classified ads and techniques for responding to them, self-employment, the importance of body language in job interviews, job skills that can be developed at home, tips on researching prospective employers, reasons why workers lose their jobs, work maturity traits, friends as a source of constructive criticism, work histories, employers' views on what constitutes a good employee, proposed minimum wage legislation, the importance of thank-you letters after interviews, nursing jobs, cashiering, and factors to consider when selecting a career. Each newsletter contains articles directed toward students, tips on available reference and resource material, short tips and/or facts related to job search and daily living, a question and answer column, and suggested activities for teachers to use with their students. (MN)

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ED299391

WORK-ABILITY

"SPECIAL ABILITIES FROM SPECIAL STUDENTS"

VOLUMES I-III

February 1986-June 1988

Fresno Unified School District

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WORK-ABILITY

"SPECIAL ABILITIES FROM SPECIAL STUDENTS"

Vol. 1(1) February, 1986

THE WORK-ABILITY NEWSLETTER

Greetings! We're pleased to bring you the first edition of the new Work-Ability Newsletter. Our main purpose is to help special education teachers meet some of the career/vocational needs of secondary-level handicapped students. Throughout the school year, labor market and job-seeking-skills information will be provided. The news items will come from many sources, including the U.S. Department of Labor, the local Employment Development Department (EDD), and current literature.

We also plan to help parents, employers, and agency representatives know more about the goals of Project Work-Ability.

What you are reading results from a cooperative effort among several people over the last several months. These people are:

Greg Pozovich
Work-Ability Project Director
Fresno Unified School District

Toby Armenta, Manager,
EDD Service Center, West

Sheila Holmes, EDD,
Employment Program Representative

Gail Egoian
Work-Ability Project Director
Fresno County Dept. of Ed.

This Newsletter is for you! Please reproduce it for your students and use it as a teaching device. If you know of someone who would like to be on the mailing list, please notify the Editor. We welcome your comments, suggestions, letters, questions, as well as articles submitted for publication. (We reserve the right to edit articles as needed.)

FUTURE OCCUPATIONS 1984 - 1994

There have been several different reports about rapidly growing careers. The latest study lists the top 20 fastest growing occupations between 1984 and 1994.

1. Computer service technician
2. Legal assistants
3. Computer systems analysts
4. Computer programmers
5. Computer operators
6. Office machine repairers
7. Physical therapy assistants
8. Electrical engineers
9. Civil engineering technicians
10. Peripheral, DP equipment operators
11. Insurance clerks, medical
12. Electrical and electronic technicians
13. Occupational therapists
14. Surveyor helpers
15. Credit clerks, banking and insurance
16. Physical therapists
17. Employment interviewers
18. Mechanical engineers
19. Mechanical engineering technicians
20. Compressing and injection mold machine operators, plastics

These, or related occupations would probably provide more job security if you concentrate on skill development.

NEVER SEND A RESUME WITHOUT A COVER LETTER EXPLAINING WHAT YOU'RE DOING AND WHY

NEVER TAKE ANYONE WITH YOU WHEN YOU GO FOR AN INTERVIEW. HE/SHE MAY GET THE JOB YOU WANT

CAREER "HOT LINES"

Several large companies have begun using pre-recorded telephone job information to reach job applicants. The telephone numbers for the hot lines are listed in the classified section of the newspaper and the business section of the phone book.

To obtain information call the "hot line" number; listen until you hear an appealing job description; write down the application information; follow through.

This process helps the company screen applicants and control the number of applicants. The following examples are hotlines that are operating in Fresno:

SAINT AGNES MEDICAL CENTER
JOB HOTLINE
435-1484

FRESNO AND CLOVIS COMMUNITY HOSPITALS
Career line 442-3981

SOCIAL SECURITY NUMBER

You should apply for and obtain a Social Security number before you go to work. You can apply for the number at one of the following Social Security Administration offices:

District Office
5090 N. West Avenue

Downtown
1130 O Street

Southeast Fresno
5171 E. Kings Canyon

West Fresno
848 E. California Avenue

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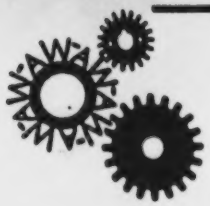

LABOR MARKET INFORMATIONAL RESOURCES

There are many resources that provide labor market information. The following is a partial list:

Libraries
High School Career Centers
School counseling and placement offices
EDD offices
Department of Rehabiliation
California Conservation Corps
Fresno County Personnel Office
Company personnel departments
Hospitals
Department of Labor (DOL) publications
1. Dictionary of Occupational Titles (DOT)
2. Occupational Outlook Handbook
3. Guide for Occupational Exploration

EDD's Employment Data and Research (EDER)
Armed Forces
Post Office
IRS
Federal Building
Private Industry Council
JTPA Agencies

JOBS

Hiring peaks are seasonal. For example:

Retail Sales - peaks are Oct. to Dec.; May to June

Food Service - May; June; Sept.

HAVING A GOOD INTERVIEW IS SIMILAR TO PLAYING A MUSICAL INSTRUMENT WELL -- TO BE SUCCESSFUL YOU MUST PRACTICE, PRACTICE, PRACTICE

16 QUESTIONS

In each Newsletter, one or two of the 16 most frequently asked job interviewing questions will be discussed:

What can you tell me about yourself?
The employer is giving you an opportunity to "sell" yourself. Tell the employer how your background and skills relate to the job for which you are applying.

Are you looking for a permanent or temporary job?
The employer may be trying to determine how flexible you will be about your work schedule as well as trying to determine when you can work.

Once you're working part time for an employer, it will be easier to increase those hours to full time if the employer has seen and liked your work. Employers are more likely to hire from among the "part-timers" if a full-time position becomes available.

THE THREE C'S OF RESUMES: A GOOD RESUME IS CLEAR, CONCISE, AND, COMPLETE

WORK RESTRICTIONS

Minors (under 18 yrs) are not permitted to work in the following occupations:

1. Explosives
2. Motor vehicles
3. Coal mining
4. Logging and saw milling
5. Power-driven wood-working machines
6. Radiation exposure
7. Power-driven hoists
8. Power-driven metal forming, punching, and shearing machines
9. Other mining
10. Slaughtering, meat packing
11. Power bakery machines
12. Power-driven paper product machines
13. Manufacturing brick and tile products
14. Power saws and shears
15. Wrecking and demolition
16. Roofing
17. Excavation operations

WORK APPLICATION

When you go to a company to apply for employment you should follow some general procedures:

1. Always take both a pen and pencil.
2. Be well groomed and neatly dressed.
3. Take personal information in with you.
4. Introduce yourself and state the title of the job for which you're applying.
5. When you're given an application, ask if you can take it home to complete. (Also ask when it is due back.)
6. Answer every question in ink.
7. Print your responses.
8. Read all the instructions before you write anything.
9. Be neat and check the completed application over for correct spelling.

Important point: The purpose of the Work Application is to get you an interview.

EDD OFFICES

The following is a list of EDD offices and the phone number for each:

1050 O Street, Fresno
(445-5291)

2555 S. Ela, Fresno
(445-5538)

4585 E. Olive, Fresno
(252-1821

Casual Labor Office
51 E. Belmont, Fresno
(445-5154)

To submit articles, suggestions, or questions to the Work-Ability Newsletter please contact in writing:

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Fresno, CA 93711

WORK-ABILITY

"SPECIAL ABILITIES FROM SPECIAL STUDENTS"

Vol. I(2) May 1, 1986

NEGATIVE INTERVIEWING FACTORS

The following are some of the reasons why students fail to get jobs:

* They underdress or overdress - or dress in the "latest fads"
* They care too much about salary and benefits
* They are overly agressive
* They "run-down" past employers
* They don't tell the truth about their employment history
* They make excuses or are dishonest about unfavorable factors in their work records
* They appear too "know-it-all", sounding too conceited

Many students approach the interview thinking that the employer should control the interview. Therefore, they think they have no control. In fact, most students cause themselves to be hired or not, depending upon what they say or do.

EMPLOYERS ARE JUST PEOPLE WITH THE SAME STRENGTHS AND WEAKNESSES AS YOU AND I

DON'T ALLOW MONEY TO BE THE ONLY THING CONSIDERED WHEN SEEKING EMPLOYMENT

HOW TO ACT IN A JOB INTERVIEW

Entrance and Introduction

* Stand up straight
* Look interviewer in the eyes
* Smile
* Keep your head up, avoid looking down
* Say, "Hello, I'm (use your first and last name)"
* Extend your hand and shake hands firmly

(All of the above show self-confidence)

The Interview

* Wait until you're asked to be seated
* Sit with both feet on the floor. (Don't cross your legs.)
* Place your hands in your lap; don't wave your hands as you speak; hold them still
* Have nothing in your hands that you might nervously play with
* Sit up straight; don't lean against the back of the chair; don't lean too far forward
* Be courteous, pleasant; avoid silly wise cracks from nervousness
* No gum!!

Ending the Interview

* Stand up, shake hands, and thank the employer for her time
* Ask politely when you'll hear if you're hired

Successful interviewing takes practice, practice practice. Practice with a friend. Practice with a parent. Practice with your teacher.

Remember: Make the employer like you by liking her. The first five minutes of the interview is the most important time.

Coversations

First Conversation

Emp: Why do you want to work in my restaurant?

St: (With eyes cast down) I need the money to buy a car.

Emp: Do you think you'd like serving people?

St: Well, uh, I guess so. I'm not sure. I mean, if they're nice to me I'll be okay to them.

Emp: What past experiences have you had?

St: Uh, I don't know. I've never worked before.

Emp: What are your interests, your hobbies?

St: Well I watch TV and hang around with my friends.

Emp: Would you show up every day if I hired you?

St: I guess so, I mean, well, I'd try.

Emp: Sorry, we're not hiring at this time.

Second Coversation

Emp: Why do you want to work in my restaurant?

St: I want to explore a new career, and I enjoy working with people. Cooking is fun for me also.

Emp: Do you think you'd like serving people?

St: (Looking at the employer in the eyes) Yes Mrs. Johnson. I like to make people happy. When I'm nice to them, they're nicer to me.

Emp: What past experiences have you had?

St: I've raked and mowed lawns for people, and I've been in two clubs at school. I want to learn to work.

Emp: What are your interests, your hobbies?

St: I'm on the track team, and I like to cook. I make great scrambled eggs!

Emp: Would you show up every day if you were hired.

St: Absolutely! And if I were sick, I'd call way ahead of time.

Emp: Can you start work tomorrow?

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Administrator, Dept. of Sp. Ed.

Greg Pozovich, FUSD, Editor

FRESNO UNIFIED SCHOOL DISTRICT
Department of Special Education

Toby Armenta, Manager, EDD West

Sheila Holmes, EDD, Co-Editor

TELEPHONE TECHNIQUES

The telephone is the most important and most misused piece of equipment used in the job search. (A few key techniques will be discussed in each of the newsletters.)

The telephone scares people. Job seekers, in particular, have a fear of the phone! The reality of telephone use is that it makes the job search easier.

Have you considered these:

* The employer you call can't see who you are.
* The employer can't see how nervous you are.
* The telephone saves time. You can call five employers in 15 minutes... You couldn't get to one employer in person in that amount of time.
* If you smile when you call an employer your voice will show it. Also, you'll "have the employer's ear."

Use the telephone to (1) find out the employer's name, (2) set up appointments to interview, and (3) screen out companies that you don't want to apply to.

It saves time, money, and effort. The telephone is an effective piece of business equipment.

BOREDOM IS A PARENT OF UNEMPLOYMENT. BORED EMPLOYEES DEVELOP POOR WORK HABITS AND ATTITUDES, WHICH LEADS TO TERMINATIONS

16 QUESTIONS

Why did your last job end?

The employer is trying to determine if you caused the ending of your last job or not. If you were laid off, due to a lack of work, you should state that.

If you were fired because you had poor work habits or attitudes (called in sick too often; didn't get along with the boss), you need to think about a proper response before you go on an interview.

When you answer (in an interview), you need to be honest. Tell the employer the truth, but accept the blame yourself--don't blame your boss. Last, explain that you learned your lesson and it won't happen again. (Don't say that if it's not the truth!)

What kind of work are you looking for?

State the specific job for which you're applying (e.g., a position as an office clerk, as a cashier, or as a construction laborer).

Don't respond by saying:
"Whatever's available" (too general)
"Restaurant work" (too general)
"Anything" (too general)

FOR TEACHERS: CAREER ACTIVITIES FOR GROUPS

The following are two group activities that can be conducted with large or small groups:

1. Collect work applications from four different employers; copy them and have each student complete one each. Discuss the differences/similarities among the four and what information the employer is seeking.

2. Have the students "role play" a situation between an employer and an employee who's always late to work. Then "role play" another situation between an employer and an employee who's often absent from work. Discuss the interviews and whether the employees were fired or not.

COVER LETTERS

Cover letters should accompany resumes. They are letters of introduction and usually consist of about three paragraphs:

Mention: your enclosed resume; where you learned of the opening; and the name of the job for which you're applying

Mention: how your skills and abilities match the job

Mention: you appreciate the employer's consideration and time; ask to meet with the employer; politely give the employer a deadline to reply

NOTE: Always be polite. Use correct spelling and punctuation State (in lower left-hand corner)"Resume enclosed" Use respectfully" Sincerely Yours" as the closing.

VOCATIONAL EDUCATION

National studies tell us that students who take vocational education classes find employment more easily, are happier on the job, and stay longer on the job than students without vocational education. Vocational education, then, gives you a competitive edge. Enroll in a vocational education class!

To submit articles, suggestions, or questions to the Work-Ability Newsletter please contact in writing:

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WORK-ABILITY

"SPECIAL ABILITIES FROM SPECIAL STUDENTS"

Vol. I(3) June, 1988

NEGATIVE RESULTS FROM WANT ADS

Several recent employer-generated reports stated that most job seekers do not respond correctly to want ads. Therefore, they aren't successful in obtaining work!

Employment recruiters who screen ad responses were surveyed to determine the problem areas. Some of the major reasons for applicants' rejection were:

* Poorly constructed (mis-spellings, sloppy incomplete resumes)
* A cover letter explaining qualifications for the job wasn't included.
* The job goal listed doesn't match the job opening.
* Colored paper, fancy lettering, or odd information was used.

The purpose for responding to the want ad is to get an interview -- not to be hired. Therefore the resume and cover letter shouldn't contain "everything" about your work history... just enough information to get an interview.

RESOURCES TO FIND WORK

Fresno County and Fresno City hire people for a variety of jobs from grounds keeper to secretary. If you want more information, go into the personnel offices and review the open positions. Fresno County Personnel is located at 2220 Tulare Street. Fresno City Personnel is at 2348 Mariposa.

EVALUATE YOURSELF

Before you start looking for work, consider the following steps in self-evaluation:

* Evaluate your strengths and how to improve upon them.
* Evaluate your weaknesses and how to decrease them or change them into strengths.
* Evaluate the kind of people you socialize with and what changes should be made.
* Evaluate the way you treat people and the way you need to be treated.

When evaluating your strengths, consider the ones that would affect you as an employee. If you're always on time, if you're a quick learner, if you're a good listener, you can become a valuable employee.

Your weaknesses (for example: being late to work) should be improved. Start by leaving your home 45 minutes earlier, or by wearing a watch (that has an alarm), or by getting up at an earlier hour.

Evaluate your friends. The purpose of evaluating your friends is to determine whether you're with positive people. If the only people you visit are unemployed or poor employees, then you aren't improving your own work ethic. Spend time with successful people; you can learn a great deal from them.

The way you treat people will affect your ability to get along with other employees, supervise employees, be promoted. It will even affect your ability to interview well.

The first step to seeking a job is understanding yourself!

JOBS THAT PAY WELL AND YOU DON"T NEED A COLLEGE DEGREE!

The Bureau of Labor Statistics reports 80% of the job openings (through 1985) require some specialized training, but only 20% require a college degree.

The following is a list of some of those (well paying) jobs that don't require a college degree.

Appliance Repairer
Bus Driver
Collections Worker
Computer Operator
Cook
Cosmetologist
Dental Lab Tech
Postal Clerk
Painter
Telephone Operator
Telephone Installer
Welder

Some of these jobs require training through trade/ technical schools.

If you want a free list of accredited training schools write to:

National Association of
Trade and Technical
Schools
2251 Wisconsin Avenue, N.W.
Department FC
Washington D.C. 20007

WORK... IS WHAT YOU DO, WELL...IS HOW YOU SHOULD DO IT

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THE DEPARTMENT OF REHABILITATION

Rehab or (DR) is a State agency that helps men and women with disabilities enter or return to work.

The services are individualized. A person may receive one or more of the following:

- Job training
- Vocational and personal counseling
- Job placement
- Tools, equipment, supplies.
- Other services as needed

The services are free.
Contact DR at: 2550 Mariposa (445-6011).

LIVE AND WORK IN YOSEMITE NATIONAL PARK

Seniors! Do you enjoy the outdoors? Mountains? You may qualify in Food Services, Retail Sales, or Hotel Work.

Live in Yosemite year round or during the summer. Share a tent cabin and take part in the meals program.

If you are a senior and enrolled in a special education class, call the State Department of Rehabilitation, Barbara Owen, 445-6039. Or any young person may call directly to Yosemite at (1)372-1236 and ask for Ron Jennings.

Yosemite Park and Curry Co. is an Affirmative Action Employer. Jobs are seasonal, and screening for jobs is necessary.

16 QUESTIONS

This is a continuation of the most frequently asked job interview questions.

What can I do for you today?

The employer is really asking, Why are your here? State your name (clearly) and tell the employer what job you're applying for. Do not say you're applying for "anything" or "Whatever job is available." Don't make the employer drag the information out of you. Say exactly what you want, but say it politely.

I've interviewed other people with more experience than you. Why should I hire you instead of them?

You don't really know anything about the other applicants, so don't start comparing. For example don't say, "I'm a better welder," "I can operate a cash register better," because you don't know if that's true. What you can talk about are the personal traits the employer is really looking for: "I'm friendly," "I'm dependable," or "I'm always on time." The best welder in the world can't make money for the employer if he/she never goes to work.

Most employers tell us they just want someone who's dependable, on time, and trustwortly. Many employers will accept an employee with fewer skills if he/she has positive personality traits.

FOR TEACHERS: CAREER ACTIVITIES FOR GROUPS

The following are two great activities for large or small groups:

a. List a job title on the chalk board. Have each student (one at a time) add a task that someone in this job might do. List these on the chalk board. When a student doesn't have an answer she/he drops out. The last student playing wins!

b. Discuss the relationship between education and vocation (work).

THE AVERAGE WORKER WILL NEED TO LEARN NEW JOB SKILLS OR BE RETRAINED THREE OR FOUR TIMES IN THEIR WORK CAREER. THUS, PREPARATION FOR WORK IS A LIFE-LONG PROCESS

WHAT'S IN A NAME?

When applying for work, you whould understand the terms and titles of the jobs you're applying for.

The D.O.T. (Dictionary of Occupational Titles) contains 20,000 jobs and their descriptions. The following is a list of odd job titles. Think about what you'd do if you worked on these jobs. Then read the correct definition in the D.O.T.

Gasser
Girdler
Hostler
Nicker
Garnett feeder
NIB assembler
Wrinkle chaser

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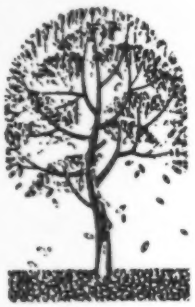
WORK-ABILITY

special abilities from special students

Vol. II(1) November, 1986

GREETINGS

Welcome to the new school year! We're pleased to bring you this first issue of the 1986-87 edition of the Work-Ability Newsletter. Our Newsletter is for teachers, students, parents, and employers. We plan to give you the most up-to-date information available on the labor market and on job-seeking skills.



This Newsletter is a cooperative effort among Fresno Unified School District, the Employment Development Department, and the Fresno County Department of Education Work-Ability Project.

We wish to welcome a new support person: Ms. Carolyn Carter the new manager of the EDD Service Center, 2555 S. Elm, Fresno. We are pleased to have her on board.

This Newsletter is for you! It may be used in the classroom, on the job, or in the home with parent and child. We welcome your suggestions, questions, and articles submitted for publication.

EXPLORING CAREERS MEANS EXPLORING YOURSELF: YOUR KNOWLEDGE, SKILLS, ABILITIES, AND INTERESTS

WORKING WITH FAST FOOD

Fast food restaurants provide a great opportunity for jobs for persons 16 to 21 years old.

The work is fast-paced and people-oriented. You can learn to operate a cash register, cook, clean the work area, set up a salad bar, or supervise people.

In the Fresno area there are many different fast-food restaurants including:

Arby's Roast Beef
Burger King
Carl's Jr
Domino's Pizza
Grandy's
Jack-In-The-Box
Kentucky Fried Chicken
McDonald's
Me-N-Ed's Pizza
Round Table Pizza
Skipper's Seafood
Taco Bell
Wendy's

You can find the addresses and phone numbers by looking under "Restaurants" (page 755) in the Yellow Pages. Look for those near your home and go visit them.

THE TELEPHONE IS A PIECE OF BUSINESS EQUIPMENT. WHEN YOU CALL AN EMPLOYER BE BUSINESS-LIKE

EIGHTY PERCENT OF JOBS IN THE LABOR MARKET DO NOT REQUIRE A COLLEGE DEGREE

CLASSIFIED ADS

Over 85% of job seekers use the want ads as an important source of job referals, even though probably less that 5% of the open jobs are listed there. And most of the ads that are answered are not correctly responded to.

Most job openings are not listed in the newspaper; they are created when the right person for the job comes into the company and talks the employer into hiring him/her.

But, if you are going to write a response to an ad, you should remember that most responses are not proper and are screened out. Some of the most common reasons for rejected responses are:

* Resumes that are poorly prepared (lacking names, dates and other important information).
* Resumes that have misspelled words, incorrect punctuation, erasure marks, and a poor appearance.
* Resumes that list information that doesn't relate to the advertised job.
* Resumes that aren't sent with a cover letter to explain how and why the applicant qualifies.

AN EXCELLENT RESOURCE FOR YOUR JOB SEARCH IS THE TELEPHONE YELLOW PAGES. BUSINESSES ARE ARRANGED BY PRODUCTION SERVICE AREA -- IN ALPHABETICAL ARRANGEMENT

Michael N. Coy, Ed.D.
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Greg Pozovich, FUSD, Editor

FRESNO UNIFIED SCHOOL DISTRICT
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Carolyn Carter, Manager, EDD West

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IMPROVING YOUR INTERVIEW SKILLS

here are several things you an do to improve your nterviewing skills: practice nterviewing; interview fac-ng a mirror; and evaluate our interviews immediately fterwards.

- Practice interviewing by having someone act as an employer and conduct a mock interview. A teacher, parent, or employed person might be a good "mock employer."

- Interview yourself by facing a mirror and watching yourself when you answer questions (from a list in your lap). Continue through one question at a time until you're pleased with your answers.

- Immediately after your actual job interview, evaluate yourself. Were you calm? Did you answer all of the questions? Did you give the best answers? Did you present your abilities in a positive way? What things need improvement? What things did you handle well? Would you have hired yourself?

nterviewing skills can be ·racticed and improved. Don't ;ive up! When you practice, ;eep interviewing until you ;et it right!

THE IRS HAS A HOT LINE NUMBER YOU CAN CALL IF YOU HAVE QUESTIONS ABOUT FEDERAL TAXES: 1-800-424-1040

16 QUESTIONS

Below is the continuation of the most frequently asked job interview questions:

How do you feel about working with a younger or older supervisor?

State that you want to do the best job that you can for the company. Also state that the supervisor is there to help you do that job. The age of the supervisor has nothing to do with how well you'll work. Stress that you try to work well with all people.

How long did it take you to get here today?

The employer is probably trying to determine how far you live from the job and whether you drove or took the bus.

Employers are concerned about hiring dependable people (employees who are at work on time, everyday).

If you tell the employer it took you 45 minutes to get there he/she might assume you'd have a problem getting to work or that you're riding the bus (which isn't always reliable). Be prepared to explain that if transportation problems do arise, you'll do your best to solve them.

SELF-EMPLOYMENT

If the idea of working for yourself appeals to you, think about the work you could do around your neighborhood:

- feed or water pets
- babysit
- house painting
- mow and edge lawns
- wash windows
- general yard work
- water plants
- wash and wax floors
- clean garages
- shampoo rugs
- clean attics
- house sit

List the jobs you can do and want to do on a sheet of paper. Take this list with you as you go from door to door.

FOR TEACHERS: CAREER ACTIVITIES FOR GROUPS

The following are two activites for groups:

a. Have the students use the yellow pages of the phone book to locate technical schools that provide vocational training. Assign each student (or group of students) to a different facility. Have them call the facility to find out about such things as the kinds of training provided, costs, and job-search support.

b. Tell each student to "think as an employer would think." Have each student write the answers to these two questions: (1) What is meant by the term "good work habits"? and (2) What would you be looking for if you were interviewing future employees? Then, have the students discuss their answers with the group.

IF YOU WANT TO GO TO COLLEGE BUT DON'T HAVE THE FUNDS, CHECK YOUR LIBRARY FOR A COPY OF: "FUNDING AND FOUNDATIONS DIRECTORY"

To submit articles, ideas, or questions please contact in writing:

Greg Pozovich
FUSD, Dept. of Special Ed.
6235 N. Brawley
Fresno, CA 93722

WORK-ABILITY

special abilities from special students

Vol. II(2) December, 1986

BODY LANGUAGE AND INTERVIEWING

Your body language indicates to interviewers things about you:

-When you greet the interviewer, offer a firm handshake. You will appear business like.

-Smile when you introduce yourself to the interviewer. You will appear friendly.

-Wait to sit down until the interviewer tells you to. You will appear polite.

-Sit forward slightly on the chair. You will appear to be really interested.

-Leave both hands in your lap and both feet flat on the floor. You will appear calm.

-Speak up and look the interviewer in the eyes. You will appear confident.

-When the interview is over, thank the interviewer and arrange a follow-up time. You will appear motivated and efficient.

What would be better than to have the interviwer think you are business-like, friendly, polite, interested, calm, confident, motivated and efficient?

HOW TO DRESS FOR A JOB INTERVIEW

Over the years surveys of hiring authorities have revealed the following preference for applicants' appearance:

Men

Office/Managerial interviews

-A suit or dress shirt and slacks, tie, shined shoes

Other interviews

-A nice, clean pair of pants (usually no jeans) and a plain shirt; clean and shined shoes

Women

Office/Managerial interviews

-A plain skirt and blouse; matching jacket or sweater (if appropriate); plain dress; nylons; appropriate shoes; moderately made up

Other interviews

-Same; a conservative pants outfit also can be acceptable

Remember:

-you and your clothes should be clean
-iron your outfit
-clean or shine your shoes
-never wear tank tops or halter tops
-never war caps or hats
-never leave your shirt untucked
-your appearance should help you get hired

THE TWO LARGEST FEDERAL EMPLOYERS IN FRESNO ARE THE IRS AND THE POST OFFICE

EXCUSES

Be careful to avoid excuses in your job search. It's easy to blame someone or something else. Do you use any of these excuses?

I don't have experience

I get nervous

I'm too young

I'm too old
(This one's for teachers)

They don't hire minorities

They don't hire females

There are no jobs

They already hired someone

I'm not smart enough

We can all probably add our own excuses to these. Some of the excuses may actually be true. Everyone has some barriers to overcome. Discuss with your teacher and others what you're doing to avoid excuses and overcome barriers.

FOR TEACHERS: CAREER ACTIVITIES FOR GROUPS

The following are two group activities:

Have the students discuss the importance of good grooming and dressing (a) during a job interview, and (b) on the job. Have the group discuss the differences.

Have the group discuss the relationship between certain school courses and specific occupations. Discuss the idea that school classes are also considered training for employment.

Michael N. Coy, Ed.D.
Administrator, Dept. of Sp. Ed.

Greg Pozovich, FUSD, Editor

FRESNO UNIFIED SCHOOL DISTRICT
Department of Special Education

Carolyn Carter, Manager, EDD West

Sheila Holmes, EDD, Co Editor

JOB SKILLS DEVELOPED AT HOME

Many students think that they have no job skills because the only work they've done has been at home or for neighbors. When working, whether for pay or not, you are developing job skills.

Think about how many of the following job skills you have:

-can drive a car
-can deliver packages by car or bicycle
-can mow/edge lawns
-can prepare breakfast by frying eggs/bacon, toasting bread
-can bake pastries
-can operate a vacuum cleaner
-can operate a floor buffer and stripper
-can clean a work area
-can trim bushes using hedge trimmers
-can make up a bed
-can iron clothing
-can wash, dry, and fold laundry
-can sell campfire cookies and mints
-can shop for goods and services
-can serve food
-can order materials by phone
-can replace bathroom faucets and sinks

-can babysit

Can you think of others?

IF YOU'RE TELEPHONING AN EMPLOYER, DIAL CORRECTLY. IF YOU DON'T YOU'RE WASTING SOMEONE'S TIME

---

16 QUESTIONS

Below is the continuation of the most frequently asked job interview questions:

Why do you want to work here?

The employer is asking you at least two questions: (1) Do you know something aout the position or company for which you're applying? (2) Where would you "fit" in the company?

You should have researched the company already. Then you could tell the employer that you know the company provides an excellent service. (Tell what you like about it.) and you'd love to participate. As far as "fitting in," you could say that your desire to do an excellent job meets the company's desire for excellence. (Tell what you could do.)

Will your former employer(s) give you a good reference?

You should have copies of previous employers' letters of reference. You should answer, "Yes, and I have some of those letters of reference with me. Would you like copies?"

Never criticize a former employer if you've had problems. It is better to accept the blame yourself and state that your've learned from your mistakes (even if you're not certain that you were wrong).

ANYONE WHO EARNS LESS THAN $3,300 A YEAR IS PROBABLY EXEMPT FROM PAYING FEDERAL INCOME TAX

KEEP AN INTERVIEW FOLDER WITH YOUR LETTERS OF REERENCE, YOUR AWARDS OR CERTIFICATES, A LIST OF YOUR PAST JOBS, ETC.

THE TELEPHONE BOOK IS PROBABLY THE BEST RESOURCE FOR FINDING EMPLOYERS TO CONTACT

THE "LANGUAGE" OF WANT ADS

The classified section of the newspaper has a listing of some of the jobs available in the area. These Want Ads are written in an abbreviated "language."

The following are some of the abbreviated terms and their definitions:

M-F Monday through Friday

FT/PT Full-time, Part-time

Val.Cer Valid certificate

Xlnt benef Excellent benefits

Prev. exp.desired Previous experience desired

DOE Depends on experience

AA/EOE Affirmative Action/ Equal Opportunity Employer

Clrk Clerk

Gen.Offc General office work (clerical)

10k pr.yr. $10,000 per year

Flx.hrs. Flexible hours

CDL req Calif. Driver's License required

Exper.Nec Experience necessary

CNA Certified Nursing Assistant

CRT Certified Radiology Technician

Send contributions, questions to:

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Fresno, CA 93722

WORK-ABILITY

special abilities from special students

Vol. II(3) February, 1987

RESEARCHING THE EMPLOYER

It's important for the success of your job interview to find out about the employer. You should find the answers to many of the following questions before you apply:

1. What does the company do?
2. How long has it been in business?
3. What are its products or services?
4. Who's in charge of the company?
5. Who does the hiring?
6. Is the company large or small?
7. What jobs does the company have that you can do?
8. Is the company growing?

Discuss with your teacher or parents how you can find answers to these questions in a polite, positive way.

HAVE PATIENCE. THE AVERAGE TIME IT TAKES TO FIND A JOB IS ALMOST FOUR MONTHS. DON'T GIVE UP.

20/40

YOU WILL WORK 40 HOURS A WEEK FOR YOUR EMPLOYER. YOU SHOULDN'T WORK LESS THAN THAT WHEN LOOKING FOR WORK FOR YOURSELF. IF YOU ARE A STUDENT AND WILL WORK 20 HOURS PER WEEK, YOU SHOULD BE SPENDING 20 HOURS PER WEEK LOOKING FOR WORK.

20/40

CAREER DECISIONS: DECIDING ABOUT YOU

Exploring your career decisions means exploring your personal choices. Complete the following statements in relation to your feelings about work:

* Work is_____
* The job I would most enjoy is_____
* The best job skill I have is_____
* The worst job skill I have is_____
* People I have worked for have told me I_____
_____
* The hours I would like to work are _____
* The days I would like to work are_____
* What I want to do with my life is_____
* My opinion about working outside is_____
* My opinion about working inside is_____
* In my spare time I like to _____
* My family will tell you I am_____
* I prefer to work with_____ _____people.
* If I had to choose between making a lot of money and doing the kind of work I want to do, I would choose _____
* I have never had this kind of job, but I know I could _____
* The job that I think I can do with my background is _____

Now discuss your answers with your friends, parents, and teachers.

WHY WORKERS LOSE THEIR JOBS

Studies show that more workers lose their jobs because of poor character qualities than to lack of skill. Some of the qualities found most objectionable are:

* Carelessness
* Not following rules
* Laziness
* Absence or tardiness without cause
* Troublemaking
* Too much attention to outside interests
* Lack of initiative
* Too little or too much ambition
* Disloyalty
* Irresponsibility

SMILE, LAUGH--ESPECIALLY AT YOURSELF

People who have a sense of humor do better on the job and in interviews than those who don't. They also get hired and promoted more often because others like them.

People with a sense of humor stand straighter, hold their heads higher, and make better eye contact than those with little sense of humor. So--smile more often, laugh at yourself. You'll be liked better, you'll be more successful and you'll enjoy your work more.

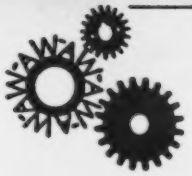
Michael N. Coy, Ed.D.
Administrator, Dept. of Sp. Ed.

Greg Pumvich, FUSD, Editor

FRESNO UNIFIED SCHOOL DISTRICT
Department of Special Education

Carolyn Carter, Manager, EDD West

Sheila Holmes, EDD, Co-Editor

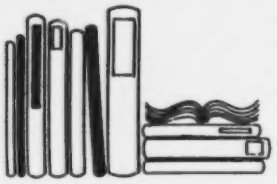


GET ALL THE EDUCATION AND TRAINING YOU CAN

Workers will be changing jobs more and more in the future. College graduates often have four to eight major jobs in their lives.

Workers with a high school education usually change jobs even more often. You must keep learning new skills; you must continue to improve yourself!

This acquiring of new skills is called investment in human capital. The time and money may be spent by the employee, employer, or a public agency--even a public school system.



THINGS THAT CAUSE YOU TO REMAIN UNEMPLOYED

* Not really searching hard for work (waiting for someone to hand you a job)
* Not prepared for interviews
* Poor appearance, motivation and attitude
* Lack of knowledge about the labor market
* Poor interviewing skills
* Improper or sloppy completion of work application
* No transportation
* Not using all available job resources
* Too much attention to health problems
* Poor work skills
* Not following up with the employer

16 QUESTIONS

The following is a continuation of the most frequently asked job interview questions:

How do you get along with your boss and co-workers?

The employer is trying to determine if you are easy to get along with.

Your response we hope will be "Great." Then give one or two examples to show how well you get along with other employees. Bring a letter of recommendation to the interview and present it when this question is asked.

Do not criticize a former employer. Criticism may show that you had trouble getting along.

What do you expect as a starting salary?

You should already know what the company will pay.

If you don't know, try to avoid a salary discussion until after you're hired. You could say, "Whatever you pay someone with my experience for this position."

You can also change the discussion back to the interviewer by asking, "Can you discuss your salary range with me?"

DRESS TASTEFULLY AND CONSERVATIVELY FOR AN INTERVIEW. AVOID TOO MUCH JEWELRY AND MAKE-UP. NO FADS! AFTER ALL, YOU SHOULD BE THE STAR, NOT YOUR CLOTHES.

WHEN YOU'RE LOOKING FOR A JOB BE ACTIVE--TELL EVERYONE YOU'RE LOOKING FOR WORK. TELL YOUR FRIENDS, NEIGHBORS, TEACHERS, AND FORMER EMPLOYERS. EVERYONE! THIS IS CALLED 'DEVELOPING A NETWORK.'

FOR TEACHERS: CAREER ACTIVITIES FOR GROUPS

Following are two activities that can be conducted with large or small groups:

1. Cut paper into several small slips. Write the name of a different occupation on each slip of paper. Hand them out individually. Have each person act out (charades) the tasks this person would perform on the job. The group then guesses the occupation. You can play one team against another or individuals against the group.

2. Have each student bring in a list of five employers to contact (the list should have: name, address, and phone number).

   Give the students a one week deadline to contact the five employers to obtain the following information:

   a. Is the company hiring?
   b. What position are they hiring for?
   c. Who does the hiring?
   d. When will they be hiring?
   e. Where would you need to go to apply?

Send contributions, questions to:

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Dept. of Special Education
6235 N. Brawley
Fresno, CA 93722

Frank and Ernest
PERSONNEL
I KNOW THE AD SPECIFIED A NEAT, POLITE, WELL-GROOMED PERSON, BUT I CAN'T BELIEVE YOU EXPECTED ALL THAT JUST FOR AN INTERVIEW!

Reprinted from the Fresno Bee

WORK-ABILITY

special abilities from special students

Vol. II(4) May, 1987

WANT ADS
TRUE OR FALSE?

Answer the following with a TRUE or FALSE:

1. Want ads and classified ads are the same thing._____
2. You should always use the want ads when seeking work. _____
3. The employer must pay a newspaper to print a want ad._____
4. Most people seeking work read the want ads._____
5. Over 50% of the available jobs are listed in the want ads._____
6. All want ads change daily, so you'll need to buy a daily newspaper._____
7. Many employers never place classified ads when trying to hire new personnel._____
8. Want ads can be a good source of labor market information._____

T / F

Answers: 1-T, 2-F, 3-T, 4-T, 5-F, 6-F, 7-T, 8-T.

IF YOU'RE INTERVIEWING FOR A JOB THAT REQUIRES WEARING WORK CLOTHES ON THE JOB, BRING YOUR WORK CLOTHES WITH YOU TO THE INTERVIEW. TELL THE INTERVIEWER YOU'RE READY TO GO TO WORK.

KNOW YOURSELF:
GOOD WORK-MATURITY TRAITS

To be successfully employed you must have strong work maturity traits. Which of the following traits do you have? Discuss each trait with your teacher and give examples.

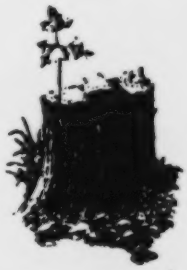
Now write YES, NO, or NOT SURE after each trait:

+ Punctual_____
+ Good attendance_____
+ Good grooming_____
+ Dependable_____
+ Positive attitude_____
+ Responsible_____
+ Willing to change_____
+ Cooperative_____
+ Enthusiastic_____
+ Goal oriented_____
+ Productive_____
+ Honest_____

Next discuss with your teacher or a friend how you rated yourself on each of these traits. How can you change those traits that are not strong?

WHEN LEAVING A JOB ALWAYS ASK FOR A LETTER OF REFERENCE. YOU CAN CARRY SUCH LETTERS WITH YOU WHEN YOU INTERVIEW FOR YOUR NEXT JOB.

WHEN YOU GO TO THE STORE, YOU WANT THE MOST YOU CAN GET FOR YOUR MONEY. WHEN AN EMPLOYER HIRES SOMEONE SHE WANTS THE MOST SHE CAN GET FOR HER MONEY



FEELING CUT DOWN ON YOUR LAST JOB? YOU CAN ALWAYS START OVER.

WHO MAKES MORE MONEY? WHY?

Discuss the following about who makes more money:

1. A waitress or a cashier --Why?
2. A gas station attendant or auto mechanic--Why?
3. A plumber or a teacher --Why?
4. A frycook or a chef--Why?
5. A nurse or a doctor--Why?
6. An electrician or a bank teller--Why?
7. A lab technician or a medical transcriber--Why?
8. A nurse's assistant or a registered nurse--Why?
9. A sales clerk or a buyer--Why?
10. A grocery store checker or a department store cashier --Why?

How will you research the correct answer?

WHEN YOU CHOOSE A CAREER, BE SURE NOT TO BASE YOUR CHOICE SOLELY ON MONEY.

Michael N. Coy, Ed.D.
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FRESNO UNIFIED SCHOOL DISTRICT
Department of Special Education

Carolyn Carter, Manager, EDD West

Sheila Holmes, EDD, Co-Editor

Good News

VOCATIONAL COURSES AVAILABLE THROUGH YOUR SCHOOL CAN BE AN EXCELLENT WAY TO RECEIVE TRAINING.

FOR TEACHERS:
CAREER ACTIVITIES FOR GROUPS

Following are two activities that can be conducted with large or small groups:

1. Have each student interview someone who is working. Suggest that they ask such questions as:

   - What do you like about your job?
   - How did you get your job?
   - How long have you been working at this company?
   - What do you do on the job?
   - What is your salary?
   - Do you have benefits? What kind?
   - Where do you see yourself in five years?

   The students should then share this information with the others.

2. Divide the group into three subgroups. Have the first group dress as they would for a clerical/management interview.

   Have the second group dress as they would for a production/assembly line interview.

   Have the third group dress in their regular school clothes.

   Review the appropriateness for each group: Discuss the positives and the negatives until the group understands the differences.

16 QUESTIONS

The following is a continuation of the most frequently asked interview questions according to the Dept. of Labor:

What do you hope to be doing five or ten years from now?

The employer is trying to determine whether or not you regard this job as a career move. There are some exceptions, but the usual response should be:

"I expect to be with this company as long as it's beneficial to both of us," or "I hope to be supervising in my area".

These two responses show that you want a career with the company and you have some ambition (you want to better yourself).

Do you Have Children?

The employer is usually trying to determine if you have your child care arranged. Employers complain that people with children call in to say they have to take them to the doctor, or they have child care problems, etc.

Your best response if you do have children would be:

"Yes, I do...and I have excellent child-care arrangements. I even have someone who can care for them if they are ill."

Be certain that the above is true. Even if you are hired, you may be fired if you call in with child care problems too often.

ALWAYS BE PREPARED
BE SPECIFIC: ALWAYS HAVE A SCRIPT. KNOW WHAT YOU'RE GOING TO SAY AND DO. EMPLOYERS WANT THIS.

A GOOD SOURCE OF INFORMATION ABOUT THE EMPLOYMENT COMMUNITY IS THE FRESNO COUNTY AND CITY CHAMBER OF COMMERCE - 2331 FRESNO STREET, FRESNO, CA (233-4651).

CALIFORNIA CONSERVATION CORPS
C.C.C.

The work includes everything from digging irrigation trenches and cleaning brushes to weatherizing buildings. Corpsmembers respond to mudslides, floods, fires, and other natural disasters. The days start at 8 a.m. and sometimes don't end until after evening classes. Friday evenings and weekends are usually free.

C.C.C. has 17 residential centers with 60-80 corpsmembers each. These are dormitory situations with 3-5 persons in a room. C.C.C. also has a nonresidential center in Fresno where corpsmembers live at home and commute to work.

You must be 18-23 years old to join and in good physical condition A physical limitation that would not affect ability to perform is acceptable. Women as well as men are welcome to apply.

The gross pay is $580.00 per month.

For more information contact Betty Babcock, Employment Development Dept., 445-5147 or the nearest EDD office. For those outside the Fresno area call 1-800-952-JOBS.

Send contributions, questions to:

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FUSD, Dept. of Special Ed.
6235 N. Brawley
Fresno, CA 93722

WORK-ABILITY

special abilities from special students

Vol. 11(5) June, 1987

WORK APPLICATION-WORK HISTORY

When completing a work application, you should remember to fill in the 'Job Duties' section completely. This information is often not adequately provided. Following are some examples. The first example is a poor one; the second is a good one:

Job Title	Duties
#1 Janitor	Cleaned floors.

Job Title	Duties
#2 Janitor	Cleaned floors using buffers, vacuums and mops. Cleaned windows using rags and cleaning solutions (I mixed them). Stripped and waxed floors using strippers, sanders, and buffers.

The follwing are two more examples; the first is poor; the second is good:

Job Tile	Duties
#1 Cashier	Rang up sales.

Job Tile	Duties
#2 Cashier	Operated electronic cash register, priced items, conducted inventory, cleaned up work area, totaled bills, handled cash, determined credits and lay-aways.

Now complete the following yourself.

Job Title	Duties
#1 Waiter/ Waitress	Waited on tables

Job Tile	Duties
#1 Waiter/ Waitress	_____
	_____
	_____
	_____
	_____

HELP FROM FRIENDS

Choose one or two people who know you well and would be willing to critique your job-related strengths and weaknesses. Ask them to give their honest opinion regarding your job prospects. (You must be mature enough to accept the negative comments as well as the positive ones).

Some possible questions to ask them:

* What is my strongest job-related strength?
* What is my poorest job related trait?
* What type of job would you hire me for?
* Is there anything I can do to improve my personal appearance?
* How good are my eye contact, my handshake, and my posture?
* Is any improvement needed in my communication skills?
* Other_____

_____

Best the Competition

PREPARE FOR YOUR INTERVIEW! PRACTICE! SHOW THAT YOU'RE CONFIDENT AND HAVE SKILLS!

RELATING SCHOOL SUBJECT TO WORK

There is a strong relationship between school and work. The classes you take help to prepare you for work.

Think about the courses you've taken. Which ones did you enjoy? Why? Which ones didn't you enjoy? Why? List this information on paper to determine if there are any patterns. For example, John Doe's partial list:

Course	Liked/Disliked
Math	Liked

Numbers are easy to work with. Like using calculators. Basic math is easy. Always get C's or better.

English	Disliked

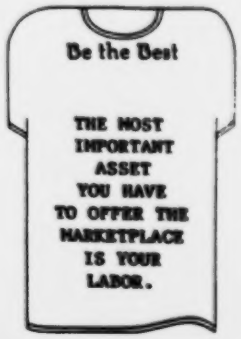
Not a good speller or writer. Don't like to read.

Science	Liked

Recording experiment,computing chemical equations.

This pattern might show a future as a Cashier, Lab Technician, or Nurse's Aide. It would not indicate a future as newspaper reporter, editor, or teacher. John should consider occupations that deal more with figures (math) than with words.

_____



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Department of Special Education

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Sheila Holmes, EDD, Co-Editor

IRCA UPDATE!

The Immigration Reform and Control Act (IRCA) is now in effect. Below we present information that all job seekers (students and adults) and employers must know and follow. The law is highly complex. We have attempted to simplify it and still present accurate information. The law applies to every employee hired after June 1, 1987 and every employer who hires someone after June 1, 1987. There are no exceptions.

For Employees

All job seekers who are newly hired must sign a form under penalty of perjury attesting to their citizenship or lawful alien status. They also must produce forms that verify their identity and authorization to work in the U.S.

To establish identity a driver's licence or California DMV identity card are acceptable. To establish one's authorization to work the following documents meet the Act's requirements: (1) Social Security card, or (2) birth certificate or certificate of naturalization.

A resident alien registration card (with photograph) containing a valid work authorization will establish both identity and authorization to work in the U.S.

For Employers

All employers must complete the Employment Verification Form I-9 (soon to be distributed by the Federal government). Under penalty of perjury the employer must attest that he/she has verified the identity and employment authorization for each newly hired employee. Employers are advised to photocopy, for their own protection, all of an employee's documents.

Furthermore, the IRCA makes it illegal for employers to discriminate against job applicants merely because they are foreign born or are not U.S. citizens.

Disclaimer

The above is not the most complete information. We are not qualified to give legal advice. Revised legislation, updated regulations, and court cases may affect current laws. Contact the INS (Immigration and Naturalization Service) for exact specifications of this law.

IRCA UPDATE!

CAREER ACTIVIETIES FOR GROUPS

The following are two group activities that can be conducted with large or small groups:

1. Discuss 'good body language.' Have the group demonstrate examples of this during a job interview. Then have the group demonstrate 'bad' examples.

2. Have the group discuss the importance of follow-up.
   Why would you call an employer back? After all, she said she would call you!
   How often should you call an employer back? Discuss an employer's feelings about follow-up.

SET YOUR CAREER OCCUPATIONAL GOAL. THEN EACH JOB YOU TAKE SHOULD BE A STEP TOWARD ACHIEVING THAT GOAL.

16 QUESTIONS

Following are the last two of the 16 most frequently asked interview questions:

WHAT WOULD YOU SAY IS YOUR WEAKEST POINT?

Don't ever give some horrible, bad habit you have. Say something that wouldn't relate to this job. For example, you're applying to be a machine operator, so you could say, "I don't hear that well.") You could also ofer a 'disguised negative.' "I find it hard to release responsibility, so I spend a lot of time doing the job myself."

HAVE YOU HAD ANY SERIOUS ILLNESSESS OR INJURIES?

If there aren't any problems, then answer "No, I'm in excellent health."

If you have had past problems, take a clearance from your doctor with you . The statement should state you are physically well, in good health, and able to perform the work.

Thank You

In this last issue of the school year, we wish to thank those who have given their assistance: Grace, Darla, and Liz of the FUSD Graphics Department; Betty who typed each article; and Frankie and her class who prepared each Work-Ability for mailing.

We also are grateful to Ms. Carter of EDD and Dr. Coy and Mr. Householder of FUSD, all of whom have given their complete support. And the many others who have contributed to this newsletter.

Greg and Sheila

Send contributions, questions to:

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FUSD, Dept. of Special Ed.
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Fresno, CA 93722

HAVE A NICE SUMMER!

WORK-ABILITY

special abilities from special students

Vol. III(1) October, 1987

GREETINGS

Welcome to the new school year! We're pleased to bring you this first issue of the 1987-88 Work-Ability Newsletter. This Newsletter is a cooperative effort between the Fresno Unified School District and the Employment Development Department, #128. We appreciate the continuing support of Dr. Michael N. Coy and Ms. Carolyn Carter.

Work-Ability has been successful in Fresno these past three years. During our first year 26 special needs high school students received work experience, and 54 received it in the second year. Last year 91 students were employed in the community, and this year our goal is more than 100 working students. Also, more than 130 special needs students were enrolled in the Job Club in our seven high schools. We're thankful for the many employers, agencies, teachers, and parents who have supported our program.

The Work-Ability Newsletter now is mailed throughout California and to more than 15 organizations across the United States. We're grateful to Dr. Kenneth Hoyt for the national attention he gave our Newsletter last year.

Greg and Sheila

CONVERSATIONS

First Conversation

Emp: Why do you want to work in my restaurant?

St: (With eyes cast down) I need the money to buy a car.

Emp: Do you think you'd like serving people?

St: Well, uh, I guess so. I'm not sure. I mean, if they're nice to me I'll be okay to them.

Emp: What past experiences have you had?

St: Uh, I don't know. I've never worked before.

Emp: What are your interests, your hobbies?

St: Well, I watch TV and hang around with my friends.

Emp: Would you show up every day if I hired you?

St: I guess so, I mean, well, I'd try.

Emp: Sorry, we're not hiring at this time.

Second Conversation

Emp: Why do you want to work in my restaurant?

St: I want to explore a new career, and I enjoy working with people. Cooking is fun for me also.

Emp: Do you think you'd like serving people?

St: (Looking into the employer's eyes) Yes, Mrs. Johnson. I like to make people happy. When I'm nice to them, they're nicer to me.

Emp: What past experiences have you had?

St: I've raked and mowed lawns, and I've been in two clubs at school. I want to learn to work.

Emp: What are your interests, your hobbies?

St: I'm on the track team, and I like to cook. I make great scrambled eggs!

Emp: Would you show up every day if you were hired?

St: Absolutely! And if I were sick, I'd call way ahead of time.

Emp: Can you start work tomorrow?

WHEN YOU BEGIN TO FILL OUT THE EMPLOYER'S WORK APPLICATION, READ IT OVER CAREFULLY FIRST. THERE ARE OFTEN COMMENTS OR INTRUCTIONS ON THE APPLICATION THAT YOU SHOULD BE AWARE OF BEFORE YOU START COMPLETING IT.

THE MEASUREMENT OF SUCCESS LIES MORE IN THE STRUGGLE THAN IN THE RESULT

Michael N. Coy, Ed.D.
Administrator, Dept. of Sp. Ed.

Greg Pozovich, FUSD, Editor

Carolyn Carter, Manager, EDD West

Sheila Holmes, EDD, Co-Editor

HOW TO APPLY AT EDD

The Employment Development Department is a 'no cost' State agency that will pay unemployment insurance benefits and help people find employment. EDD will assist persons of all ages and backgrounds.

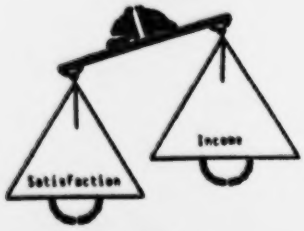
If you want to register for work at an EDD office you should follow these guidelines:

- Go to the nearest EDD office.
- Go up to the Information window and state that you want to register for work.
- You will be given a work application to complete.
- Some offices will have you complete the application and interview you then. Other offices may schedule a return appointment for you to bring in the completed application.

When you are interviewed, the services and procedures will be explained.

Maintain contact with EDD and follow through with the instructions you're given.

IT IS IMPORTANT THAT YOU BALANCE THE ROLE OF WORK IN PROVIDING INCOME AS WELL AS IN PROVIDING SATISFACTION.



WHEN SELECTING A CAREER, WEIGH JOB SATISFACTION AS WELL AS INCOME.

Following is the first of a series of articles on entry-level positions that will appear regularly

---

ENTRY-LEVEL POSITION

JANITORIAL WORK: AN EASY BEGINNING?

Many unskilled and unprepared job seekers are looking for janitorial jobs. There are many misunderstandings about janitorial work. Some of the facts are:

* You usually must have a valid driver's license.
* You will have to load and unload equipment, some of which weighs over 50 pounds.
* You will probably work nights or shifts other than 8 to 5.
* You should know how to use the buffer, stripper, and waxer.
* You may have to have your own vehicle to transport the equipment.
* You will probably be mixing cleaning solutions and should know what to use.

* You may have to work alone, often with little or no supervision.
* You will have to take initial instructions and work from them.

A good janitor should be:
skilled
thorough
neat
organized
dependable
knowledgeable
strong

If you have these skills and traits, janitorial work may be for you.

Decision making can be a process of discovering goals as well as achieving them.

TRAVEL AGENT: A GLAMOROUS JOB?

Many people think a travel agent's job is glamorous. They think an agent travels the world and shares the information with customers. Actually most of the work is clerical work!

On the job a travel agent plans itineraries; arranges accomodations; sells packaged tours; hands out brochures and publications; computes costs using calculators; records statistics; makes a huge number of telephone calls; uses computers to determine arrangements; interviews customers to determine their needs; writes tickets; etc.

Travel agents usually are paid a fairly low salary (in the clerical range); some are paid commission only; and some receive a salary plus bonuses.

A travel agent's job is usually a high-pressured clerical job. It's usually not very glamorous!

FRESNO

There are over 14,000 businesses in Fresno County (96% with 50 or fewer employees; 55% with fewer than 5 employees).

There are jobs to be found. No matter where you are, you must look. New jobs are always being created across the country.

Send contributions, questions to:

Greg Pusovich, Ph.D.
FUSD, Dept. of Special Ed.
6236 N. Brawley
Fresno, CA 93722

WORK-ABILITY

special abilities from special students

Vol. III(2) December, 1987

TELEPHONE CONVERSATIONS

First Conversation

St : (Slumping down, frowning) Uh, hi. I'm lookin' for a job. How do I get one?

Sec: Who am I talking to?

St : Dave.

Sec: Dave who?

St : Dave Martin.

Sec: Are you a student?

St : Yeah.

Sec: Where?

St : McLane High School.

Sec: What type of position are you looking for?

St : I want to talk to the boss. Let me tell him.

Sec: She is not in! I take all of her calls. You'll have to talk to me.

St : Well, then I guess I will. Like I said, I need a job.

Sec: What type of job?

St : I'm not sure. What do you have?

Sec: I'm sorry young man; you'll have to call back when you know what you want to do and how to use a phone.

Second Conversation

St : (Sitting up straight, smiling) Hello, my name is Allen Johnson. I'm a senior at McLane High School. I'm calling about a retail position. May I speak to the person who does the hiring?

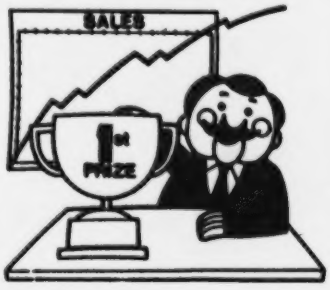
Sec: I think I can help you.

(Cont'd. in col. three)

EMPLOYERS' VIEWS

At a recent conference held in Fresno this fall, a panel of employers answered the following questions:

QUESTION ONE: What are positive characteristics you look for in successful employees?



ANSWERS:

- -Service to customers
- -Initiative
- -Pride in quality
- -Punctuality/attendance
- -Relationship with supervisors and co-workers
- -Interest in the job
- -Leadership qualities
- -Supportive of company policies

QUESTION TWO: For what reasons do people lose their jobs?

ANSWERS:

- -Poor attendance/punctuality
- -Lack of cooperation
- -An attitude of "I won't do it; it's not my job!"
- -Breaking company rules
- -Not service oriented; unwilling to please customers
- -Unable to meet performance requirements; for example, lack of speed
- -Dishonesty
- -Insubordination
- -Drugs/alcohol

Take two sheets of paper. On one write the positive behaviors listed above. On the other write the negative behaviors. Leave four or five spaces between each behavior.

In each blank space rate yourself for each behavior. What are your strengths and weaknesses? How can you improve? Would an employer be happy to hire you?

This exercise will help you know yourself better. It should help you describe yourself honestly to an employer.

To thine own self be true,
and it must follow,
as the night the day,
thou canst not then
be false to any man.

Shakespeare, Hamlet

(Cont'd)

St : Thank you. I've worked in a restaurant just over a year as a cashier. I enjoy serving people, and now I would like to sell clothes. May I make an appointment for an interview?

Sec: How about 4:00 p.m. tomorrow?

St : That would be fine. Who should I ask for?

Sec: Ask for me, Ms. Atkins.

St : Thank you Ms. Atkins. I'll see you tomorrow at 4:00 p.m.

Michael N. Coy, Ed.D.
Administrator, Dept. of Sp. Ed.

Greg Ponovich, FUSD, Editor

FRESNO UNIFIED SCHOOL DISTRICT
Department of Special Education

Carolyn Carter, Manager, EDD West

Sheila Holmes, EDD, Co-Editor

FOR EDUCATORS

On page one of this Newsletter we discussed a recent conference held in Fresno this fall. One question asked of employers was, "What can the schools do to help students make the transition to the world of work?" Below is a list of things that the panel of employers felt should be taught:

1. The importance of following rules and regulations.
2. Respect for quality.
3. Basic reading skills.
4. The importance of cooperation with authority figures and co-workers.
5. Communication skills--both listening and speaking.
6. The value of good work habits.
7. Remind students that on any job they'll meet both good and bad managers and workers. They must avoid imitating the bad behavior.
8. Being available and flexible for the scheduling of work assignments.
9. The ability to count change from a cash register.
10. The importance of mobility: learning to ride the bus, drive a car, read a map, or plan alternatives in transpotation.

Educators were also encouraged to visit work sites and interview employers.

You might take this list with you and ask employers for their opinions. We're sure you will hear many more ideas regarding the importance of preparing your students for the world of work and many positive suggestions of what to teach.

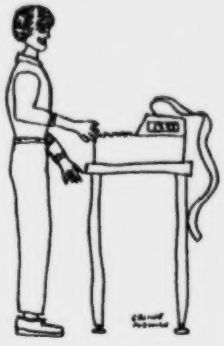
ENTRY-LEVEL POSITION

CASHIERING:
FAST, HARD-PACED WORK

Cashiers operate several types of machines, including electronic computers. Other titles for cashiers may be checkout clerks, checkers, grocery clerks, box-office cashiers, or ticket sellers, depending on the type of business.

Below are some of the facts about cashier positions:

* There are few educational requirements, but employers usually prefer you to have a high school diploma or still be in school.
* More than half of all cashiers work part time. Many work and attend school.
* You should have good finger dexterity and eye-hand coordination.
* You must be able to work well with figures and make change quickly.



* It's important that you work pleasantly and tactfully with customers. You must enjoy people.
* A clean, neat appearance is important since you meet the public.
* You may work in a supermarket, restaurant, hotel, theater, or retail outlet such as a clothing store.
* There is a good chance that you'll work weekends, evenings, and holidays.
* You'll probably be trained on the job, although some large companies do offer classroom training.

(Cont'd)

* As a beginning cashier you'll probably earn minimum wage; however, union cashiers (such as grocery checkers) often begin at a higher salary.

In summary, if you have the following qualities cashiering may be for you:

-A neat appearance
-Friendly with people
-Good finger dexterity
-Able to be on your feet a long time
-Able to make change quickly
-Willing to do repetitious work
-An aptitude for working with figures.

Business courses in math, bookkeeping, and typing are a good preparation for a cashier position.

EDD OFFICES

In our last Newsletter we published an article title "How to Apply at EDD." Below is a list of the Employment Development Department offices in Fresno:

EDD Service Center West
2555 S. Elm
Fresno, CA 93706
(445-5545)

EDD Downtown
1050 "O" Street
Fresno, CA 93721
(445-5291)

EDD Service Center East
4585 E. Olive
Fresno, CA 93727
(252-1821)

CASUAL LABOR OFFICE

The Employment Development Department has a Casual Labor Office. It handles registration and referrals for short-term jobs. Referrals are made daily and jobs last from a few hours to a few weeks. The address is:

51 E. Belmont
Fresno, CA 93701
(445-5154)

Send contributions, questions to:

Greg Pozovich, Ph.D.
FUSD, Dept. of Special Ed.
6236 N. Brawley
Fresno, CA 93722

SEASONS GREETINGS

WORK-ABILITY

special abilities from special students

SPECIAL ISSUE
March, 1988

SPECIAL EMPLOYERS' ISSUE

This Special Issue of the Work-Abiliby Newsletter is our way of saying thank you and giving recognition to those employers who have been supportive of our students and program.

WHAT TO LOOK AND LISTEN FOR WITH JOB SEEKERS

When job applicants contact your company, we suggest you look and listen for the following:

Does the job seeker know anything about your company?
If not, that might indicate that he or she is merely seeking any job. If the person does know something, that indicates that time was taken to research the company and that this person really wants to work for your company and not just get a job.

Does the job seeker seem concerned with the company's needs and how his or her abilities would be of benefit?
Or is the focus on salary, vacation time, and benefits. The company needs to be profitable, and having employees who are loyal and function as part of the company team can help ensure that.

Does the job seeker appear motivated to work?
A less experienced worker can be trained to do the job if he or she is motivated to work. You need employees who are enthusiastic about working as well as interested in performing well. Asking about past history and future plans will help answer this question.

continued

Is the job seeker appropriately dressed and groomed?
If not, that may indicate a sloppy worker or a person who lacks confidence. The company needs an employee who will represent the company in a positive manner in dress and attitude.

Is the job seeker likable?
The person you hire will spend more time during the week with you and your employees than your family does. Think about the traits you like in people and then ask questions to help you determine if the applicant has these traits.

Can the applicant learn?
Does he or she seem trainable? Regardless of the job seeker's background, he or she will have to be trained in the company's policies and procedures.

Always ask for and check references. A person who meets the above criteria and has positive references is worth considering.

HOW TO TRAIN A LEARNING DISABLED EMPLOYEE

Following are some suggestions for employers who work with employees with learning disabilities. We hope these suggestions are helpful.

* Demonstrate what you want done as well as explaining it verbally.

* Make instructions simple.

* Give instructions one at a time rather than several at once.

continued on back

"WONDERFUL!"

It's difficult to be an employer! You must continually organize and re-organize. You must worry about scheduling, pleasing customers, making a profit, evaluating employees' performance, and much more.

Customers must be served regardless of their attitudes. But your employees are a different matter. At times they may arrive late, be absent and fail to call in, make mistakes on the job. You criticize them for these acts, and rightly so.

As a supervisor you are often overloaded with work, harried, and seem never to have enough time to do all the things that must be done. Like many others you may be so busy that you become irritated with your employees' irresponsible behaviors. It's common to forget to notice the many good things your employees are doing.

We all need affirmation, to be "caught" doing the right thing. All of us need compliments, support, praise and kind words. Try to take a few moments to support your employees, to reward each of them for doing well. You'll be repaid by happier, more productive employees.

We're reminded of the young child who asked his father to play darts with him. "Okay," said Dad, "What do you want me to do?"

"Just watch me, and every time I throw a dart, say 'Wonderful!'"

Michael N. Coy, Ed.D
Administrator, Dept. of Sp. Ed.

Greg Pozovich, FUSD, Editor

FRESNO UNIFIED SCHOOL DISTRICT
Department of Special Education

Carolyn Carter, Manager, EDD West
Sheila Holmes, EDD, Co-Editor

THANK YOU

Below is the list of employers who have worked with Project Work-Ability over the past several years:

APPL, Inc.

Associated Design & Engineering, Inc.

Bevenly Manor Convalescent Hospital

Beverly Park Convalescent Hospital

Big Brother/Big Sisters

Black Angus Restaurant

Bonnie's Secretarial Service

Carl's Jr.

Centre Plaza Holiday Inn

Chihuahua, Inc.

Community Hospitals of Central California

Country Store

CSUF Campus Children's Center

Either Way Laundromat

Environment Control

Fashion Gal

Five Dollar Store

Fresno City Parks and Recreation

Fresno Unified School District Custodial Operations

Garden Way Nursey

Globe-Weiss Systems

Grandy's

Happy Steak

Hiebert's Vista Florist and Gifts

Home Club

Innerspace Design

Interal Revenue Service

Jack-In-The-Box Drive-Thru

KNTF-TV Channel 18

Kids Mart

Little People's School

Lumberjack Building Materials

Naugles Restaurants

Orchard Supply Hardware

Peppermill Restaurant

Perko's Koffee Kup

Precision Plastics

Ross Dress for Less

Round Table Pizza

St. James Cathedral

San Joaquin Gardens

Sierra Community Hospital

Theatre Three

Theatre Three Costume Shop

Trans-State Wholesale Distributors

LEARNING DISABLED cont'd

* Repeat instructions daily, even several times per day, until they are committed to memory.

* Have the employee repeat new instructions back to make sure he understands.

* Verbally reward appropriate behavior. Point out what he is doing right; be specific.

The above suggestions require extra time and effort on your part. But our experience has been that you'll most likely have a successful, hard-working employee as a result of your efforts.

These suggestions can apply to all new employees. It's difficult to learn new rules, practice new procedures, and adjust to new co-workers.

MINIMUM WAGE INCREASE

The California Industrial Welfare Commission on December 18, 1987, adopted a new state minimum wage of $4.25 per hour, to be effective not later than July 1, 1988.

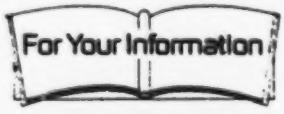
At their September 11, 1987 meeting, the commission had voted to propose a new minimum wage of $4 per hour. That proposal was the subject of three subsequent public hearings, held in Los Angeles, San Francisco, and Sacramento. As a result of testimony presented at the hearing and other information received, the Commissioners at Friday's meeting voted instead to raise it to $4.25.

The state's minimum wage was last raised on January 1, 1981, when it went to its current $3.35 per hour.

In related actions, the commission voted not to adopt a proposal to establish an alternative minimum wage of 85 percent of the minimum wage for full-time students under the age of 21. The motion to drop that proposal was passed unanimously.

However, the commission voted 3-2 to adopt a proposal to establish an alternative minimum wage of $3.50 per hour for tipped employees. A tipped employee was defined as "an employee engaged in an occupation in which he or she customarily receives gratuities, as defined in Labor Code Section 350 (e), of not less than $60 per month."

from Cal Dept of Industrial Relations



WHEN INTERVIEWING A PROSPECTIVE EMPLOYEE, LET THE INTERVIEWEE DO 80% OF THE TALKING. YOU SHOULD DO MOST OF THE LISTENING.

Send contributions, questions to:

Greg Pozovich, Ph.D.
FUSD, Dept. of Special Ed.
6236 N. Brawley
Fresno, CA 93722

WORK-ABILITY

special abilities from special students

Vol. III(4) June, 1988

CONVERSATIONS

First Converstion

Bob: How am I doing on the job?

Emp: Fine.

Bob: I'm doing okay?

Emp: Yes.

Bob: How come I was cut from 15 to 4 hours per week?

Emp: We don't need you as much.

Second Conversation

Sue: How am I doing on the job?

Emp: Fine.

Sue: What is it you like about my performance?

Emp: Well, you're friendly; you smile a lot.

Sue: But my hours have been cut. Why? What should I be doing better?

Emp: Well, uh, when I give you a job to do, you do it, but then you just stand around afterward. I don't see you taking initiative.

Sue: What do you mean?

Emp: You've been here two months now. When one task is finished you should know enough to go on to something else. Don't just stand there.

Sue: But sometimes I don't know what to do.

Emp: Then ask! Don't let yourself be shy. You're a nice person, but you must be more active if you're going to work here.

Continued in column three

WOW! LOOK AT THIS

As of July 1, California's minimum wage will be increased to $4.25. Great news for youth and other entry-level workers! OR IS IT?

We've been talking to employers and have found that the job situation is going to change drastically. The cost of hiring and training employees is going to go up with the minimum wage. How will this change affect you?

Employers may demand more for their money. More entry-level positions may require experience. Persons with no experience may have a more difficult time getting hired. Training time may be shortened. Employers may demand a more serious worker. Poor attendance and improper attitudes may be tolerated even less.

What Can You Do?

Be willing to start at the bottom, to do any tasks that are asked of you. Let go of any ideas that you are 'too good' to do certain duties. Try some humility! Be prepared to convince the employer that you really want the job and that you'll stay a long time.

Dress up for the interview. Show that you know what a professional appearance is. Most of all be ready to earn $4.25 per hour.

A SIGN RECENTLY OBSERVED AT WENDY'S IN MERCED, CA:

"NOW HIRING SMILING FACES"

WOULD YOU QUALIFY?

"WHAT'S IN IT FOR ME?"

Too many job seekers walk into an interview with a What's-in-it-for-me attitude. Some of the questions they ask are:

What are the working hours?

What is the salary?

When do I get a vacation?

Do I have to work weekends?

How soon can I get a promotion?

Such questions indicate a self-centered attitude. They seldom will land the job for you.

Instead, be ready to tell the employer what you can give, how you can solve problems. Show that you really can make a difference. You'll increase your chances for success.

Adapted from Orville Winters

Continued

Sue: Do I work fast enough?

Emp: I'm glad you asked. Your speed does need to improve. If you take more initiative, ask more questions, and go from one task to another, I think your speed will improve.

Sue: Will you increase my hours then?

Emp: Yes, once I see you making some changes. By the way, thank you for asking about your performance.

Michael N. Cay, Ed.D.
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Greg Ponovich, FUSD, Editor

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Sheila Holmes, EDD, Co-Editor

ENTRY-LEVEL POSITION

NURSING AIDE/ASSISTANT

There were approximately 1,204,000 Nursing Assistants employed in 1984. The job prospects for Nursing Assistants will continue to be good through the mid-1990s, and their employment will grow faster than the average.

Some of the typical duties of Nursing Assistants are:

* answering patients' bell calls
* delivering messages
* serving meals
* taking temperatures and vital signs
* feeding disabled patients
* bathing/dressing patients
* helping patients walk
* assisting nurses with patient care

The work week schedule is 40 hours or less, and many Nursing Assistants work night shifts. The nation-wide average earnings for Nursing Assistants is $10,000 a year. Nursing homes pay an average of $8,900 to certified Nursing Assistants.

The next step on the career ladder is a Licensed Vocational Nurse (LVN).

To learn more call the **Fresno Metro Regional Occupational Center/Program** (264-9767) or your local ROP in California. You may also write:

American Hospital Association
Division of Nursing
840 North Lake Shore Drive
Chicago, Illinois 60611

CONTRUCTION OCCUPATIONS

Construction workers are the largest group of skilled workers in the labor force. Workers in this trade build, repair, and modernize buildings and systems. These workers can be divided into three main categories:

Structural Workers:

. carpenters
. brick layers
. iron workers
. cement and stone masons

Finishing Workers:

. floor covering installers
. glaziers
. painters
. plasterers
. roofers

Mechanical Workers:

. electricians
. plumbers
. sheet metal workers

Most experts recommend apprenticeship training. This training is a combination of on-the-job training and classroom instruction. Apprentices must be 18 years old and have a high school diploma or equivalency).

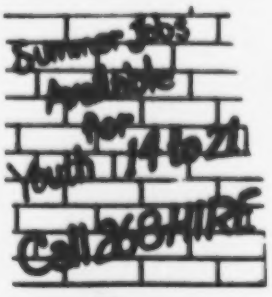
Employment in the construction industry should increase through the next ten years. A currect growth in the Fresno area is in the highway and bridge construction related trades.

The average hourly union wage rate for all construction trades was about $14.30 in mid-1982. Wage rates for apprentices generally start at 50% of the rate paid to experienced workers.

For additional information on jobs in the construction trades contact:

* Associated General Contractors of America, Inc.
  1957 E. Street N.W.
  Washington, D.C. 20006
* Building and Construction Trades Department, AFL-CIO
  815 16th Street, N.W.
  Washington, D.C. 20006
* National Association of Home Builders
  15th and M Streets, N.W.
  Washington, D.C. 20005

FRESNO



Summer Job Connection
Ted C. Wills Center
770 N. San Pablo

AG ALERT

Every year from May through the harvest season, the Employment Development Department at 2555 S. Elm in Fresno has an Ag Alert Program.

The staff is at the office from 5 a.m. until 5 p.m., Monday through Friday.

Agricultural employers call in and place orders with the EDD office. Registered clients are then referred out.

You can come into the office, fill out a work application and be referred or driven to a farmwork position.

AFTER THE INTERVIEW

Make each interview a learning experience.

After it's over ask yourself these questions:

* How did the interview go?
* What points did I make that seemed to interest the employer?
* Did I "sell" myself well?
* Did I talk too much, too little? Was I too tense?
* Was I too aggressive? Not aggressive enough?
* How can I improve my next interview?

Send contributions, questions to:

Greg Pozovich, Ph.D.
FUSD, Dept. of Special Ed.
6235 N. Brawley
Fresno, CA 93722

HAVE A NICE SUMMER!